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YOUR SEARCH REQUEST IS:  
90-0302

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Rimas Grigas v. Illinois Bell Telephone Company: Complaint  
as to a repair visit charge in Arlington Heights, Illinois  
90-0302

ILLINOIS COMMERCE COMMISSION

1991 Ill. PUC LEXIS 23

January 16, 1991

OPINION:

[\*1]

ORDER

By the Commission:

On August 3, 1990, Rimas Grigas ("Complainant") filed his complaint against Illinois Bell Telephone Company ("Respondent" or "Bell"). In it he alleges that on May 18, 1990, after service was established at his residence, he placed a trouble call to Respondent regarding radio interference on his telephone line; that on May 22, 1990 a Bell technician arrived, determined the service was good up to the network interface, and stated to Complainant's wife that since they did not subscribe to line maintenance service he would have to charge \$35 to come into the house to find the problem; that when he came in he then told his wife the problem was with the telephone, a much different problem than in the telephone lines; that the technician misrepresented Bell's services because the problem was not found and the \$35 charge was a fraudulent charge.

Pursuant to notice given in accordance with law and the rules of the Commission a hearing was held in this matter on September 20, 1990, at the offices of the Commission in Chicago, Illinois before a duly authorized Hearing Examiner of the Commission. Complainant appeared and testified in support of the complaint. [\*2] Thereafter Respondent moved to dismiss the complaint on the grounds the Commission does not have jurisdiction over the dispute at issue and at the close of the hearing the record was marked "Heard and Taken."

A Hearing Examiner's Proposed Order was served on the parties and no exceptions were filed thereto.

Bell moved to dismiss this complaint on the grounds that the dispute at issue related to customer premises inside wire installation and maintenance, charges that were detariffed and deregulated in Federal Communications Commission Docket 79-105 and Illinois Commerce Commission Docket 86-0278. Respondent's counsel suggested Complainant could direct his complaint to the Consumer Fraud Division of the Office of the Attorney General which has been handling complaints regarding these types of charges. Complainant could also take his dispute to small claims court for resolution.

The Commission has broad authority to hear complaints regarding disputes with utilities but does not have authority to grant the relief sought by Complainant since it relates to a dispute about charges for services no longer regulated by this Commission. Accordingly, Respondent's motion to dismiss the complaint [\*3]should be granted.

IT IS THEREFORE ORDERED that the complaint of Rimas Grigas against Illinois Bell Telephone Company, filed August 3, 1990, be, and the same is hereby, dismissed.

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